

2017

ECITATION TICKETS



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Introduction

In the State of South Carolina, there is a need for improvement on the exchange of citation and disposition information between the South Carolina Judicial Department (SCJD), South Carolina Law Enforcement Agencies and the South Carolina Department of Motor Vehicles (SCDMV). Federal funding is at risk due to our inability to report commercial driver convictions in a timely manner.

Problem Statement

The process is characterized by vast systematic and user errors. These errors are compounded with many inaccuracies in keying citations after they are received from the court. Citations could have the wrong information for example; driver license number or spelling of the name. Once the ticket is keyed into the SCDMV ticket system, the ticket could populate on a different customer record. The E-Citation system will help avoid wrongfully placed violations on an individual's record, improve data quality while reducing processing time for citations transmitted between South Carolina Department of Motor Vehicles and the SC Judicial Department.

What is E-Citation? E-Citation is the electronic solution to manual processing of Uniform Traffic Tickets. The E-Citation database system will allow law enforcement agencies to transmit their citations by electronic means and made accessible for courts and South Carolina Department of Motor Vehicles. The E-Citation system will help eliminate tickets from recording errors. The municipal and county governments will be able to capture the revenue that is lost because of system errors. E-Citation will offer other advantages as well, from sparing time and reducing cost, to improving officer accuracy.

E-Citation is a technical solution which will allow the SC Department of Motor Vehicles (SCDMV) to receive all tickets electronically. This will help resolve the existing problem of citations to SCDMV missing the mandated reporting timeframe. This will enable SCDMV to transmit adjudicated tickets to their proper jurisdictions in compliance with federal regulation 49 CFR 384.401. This will make South Carolina compliant and not subject to § 384.401: Withholding of funds based on noncompliance. This regulation mandates all jurisdictions transfer traffic conviction data to the state in which a Commercial Driver's License (CDL) holder is licensed within 10 days of the conviction. A state is considered to be "in compliance" when it meets this 10 day requirement 90% of the time. Failure to meet this requirement would cost the state of South Carolina \$24 Million in federal road funding the first year, \$48 Million the following year, and possibly could impact the state's ability to issue and maintain CDL credentials (49 C.F.R. § 384.401).

An initiative to jumpstart this process began in March 2015 by the Directors of South Carolina Department of Public Safety (SCDPS), South Carolina Justice Department (SCJD), and the South Carolina Department of Motor Vehicles (SCDMV). Each of these agencies is a member of the South Carolina Traffic Records Coordinating Committee (TRCC). This committee provides multi-agency coordination of projects designed to create accessible, accurate, integrated, and timely data. The committee will utilize the analyzed data to understand the ultimately shared goal of reducing traffic fatalities and injuries in South Carolina. The Committee's endeavor will support the South Carolina Department of Motor Vehicles' efforts to meet the Federal Motor Carrier Safety Administration (FMCSA) violation reporting requirements for Commercial Drivers by drastically reducing the delay period from adjudication to when the SCDMV receives the disposition from SCJD to post to the driving record.

Law Enforcement Officers will utilize mobile data electronics to generate and print out citations on-site. The data is keyed in and submitted directly to the state-wide centralized repository. The courts will retrieve and record the dispositions and return them to the repository. Lastly, SCDMV will record the violations and notify federal agencies of all Commercial driver suspensions. The major benefit is time saving for each agency and the elimination of multiple data entry.

Data Collection

Manually collected data have generally contained inaccuracies. At times, the data written on paper tickets cannot be processed due to lack of information or poor handwriting. If the E-citation tickets comes in without, conviction date, disposition data, those tickets are sent back. New technology, like the E-Citation database system will offer some relief for such problems. Currently the data error for E-citation tickets are at 10%, with the officer make little mistakes at possible on the citation that are giving out.

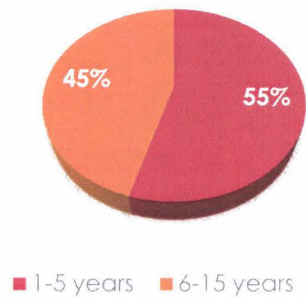
Data Analysis

The data that was collected was from individuals who process the tickets on daily basis. The hand written tickets are hard to read having the electronic tickets will reduce the errors that are made. This will be a greater impact on the customers who receive incorrect information on their citation. The employee survey consists of 4 primary questions as to experience level and personal response to the new system integration. The inquiries are listed below.

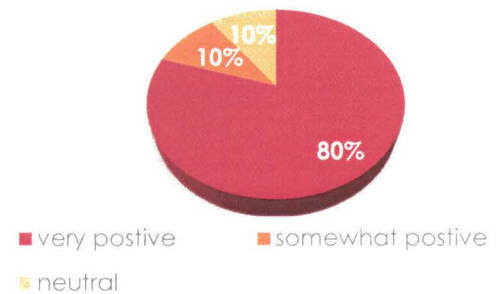
1. How long have you been an employee in the ticket triage unit (ticket unit, suspension, imaging, CDI)?
2. What is your first reaction to the new E-Citation database system?
3. What is your reaction on the change with processing tickets; from manually to electronically?
4. How satisfied are you with the new E-Citation database system's ease of use?

Question	Responses	
1	1-5 years	6
	6-15 years	5
2	very positive	8
	somewhat positive	1
	neutral	1
3	Very positive	1
	Somewhat positive	6
	Neutral	2
4	Very Satisfied	3
	Somewhat satisfied	5
	Not so satisfied	2

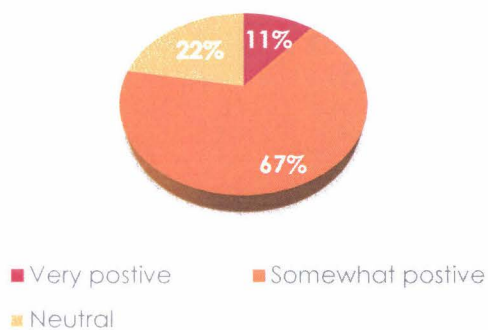
Question 1



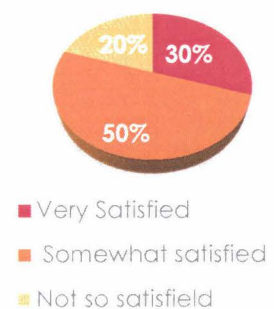
Question 2



Question 3



Question 4



Implementation Plan

The State of South Carolina, through the South Carolina Department of Public Safety (SCDPS), has implemented an updated electronic version of the Uniform Traffic Ticket (UTT) that augments the current paper ticket currently issued to traffic law violators. The initial thrust of this project was to create a central citation database to store and transmit data from E-Citations created by law enforcement officers that utilize the South Carolina Collision and Ticket Tracking System (SCCATTS). E-Citations will be created at the point of violation and submitted through secure communications to SCCATTS utilizing the SCDPS network and then forwarded to the central database, housed within the South Carolina Department of Motor Vehicles (SCDMV). Once the E-Citations have been added to the central database they will be forwarded to the South Carolina Justice Department. Once the E-Citation has been adjudicated, the South Carolina Justice Department will forward the disposition to the central database.

Once SCCATTS receives the E-Citation from law enforcement, it will be forwarded to an E-Citation database and message-forwarding application, which was developed and hosted by SCDMV. This application will receive the E-Citation via a web service in NIEM V3.0 XML format from the SCCATTS SCDPS data system and store the contents of the E-Citation in that database. Once the E-Citation has been received, validated and stored, the data will then be forwarded using web services to the SCJD for adjudication. The validation process requires the E-Citation to adhere to the business rules and edits defined by SCDMV later in this document. Failure to pass these edits results in a rejected E-Citation which must be resolved before the E-Citation can be stored on the database.

When the E-Citation is adjudicated through court proceedings, the SCJD will forward an E-Disposition to the SCUTTIES message-forwarding application. This E-Disposition will be matched with the original E-Citation and forwarded via a web service to SCDMV. This process will replace the current method of sending E-Citations to the SCDMV office for manual application to the driver's record and will be applied to any jurisdiction that employs the E-Citation function. The E-Disposition web service implemented by SCJD is described in this document for clarification purposes only. A separate validation process is required for dispositions before they can be stored on the database.

When SCDMV receives the adjudicated E-Citation data, DMV operators will verify the data on the ticket against the DMV customer database, electronically post the data to the driver's record, and capture the ticket facsimile in the document system for future reference. The process for receiving the E-Citation data from the repository and presenting the data to DMV operators will be developed and maintained by SCDMV.

For SCDMV, automating the entry of violation information reduces manual data entry effort and greatly increases data accuracy by eliminating the need to read manual writing on a small form. As this information becomes part of the customer driving records, it can positively impact everything from insurance rates to the removal of unsafe drivers from the state's highways.

By automating the E-Disposition process, SCJD will be able to report the adjudicated E-Citations the same day they are disposed. This will positively impact SCDMV's ability to report Commercial Driver's License (CDL) convictions and suspensions within the Federal Motor Carrier Safety Administration's (FMCSA) mandatory 10-day requirement.

This effort will assist the SCDMV to meet the FMCSA violation reporting requirement for Commercial Drivers by significantly reducing the lag time from adjudication of the violation to when DMV receives the data from SCJD for posting to the driver's record.

Evaluation Method

Phase II of the project has begun with offering a web based E-Citation transaction thru SCDMV's Member Services Web portal, SCJD receiving the adjudicated E-Citations into their CMS application, and inclusion of non-SCCATTS law enforcement software vendors into the program. These software vendors will be required to use the SCUTTIES wrapper, defined in the next chapter, as well as passing a certification test. The certification test will use the last three months of vendor's adjudicated E-Citations, and in some instance, E-Dispositions as well. The required error percentage rate is less than 5% errors returned to the Officers. The vendor must have an error resolution process in place during the certification test. Efforts are underway to contact the various law enforcement software vendors to begin scheduling their development and certification efforts.

E-Citation is a technical resolution for SCDMV to receive all tickets electronically verses manually. This will correct the existing problem of citations not getting to SCDMV within the mandatory timeframe, permitting SCDMV to transmit adjudicated tickets to their proper jurisdictions to meet federal regulation. Failure to meet this requirement would cost the State of South Carolina \$24 Million in Federal road funding the first year, \$48 Million the following year. In addition, it could impact the State's ability to issue and maintain CDL credentials.

Summary and Recommendations

The E-Citation initiative is an integrated solution to reporting of uniform traffic ticket information. The ability to report accurately and timely by law enforcement and the SC court system will enhance compliance with state mandate and federal regulatory compliance. The E-Citation system provides a validation model for all stakeholders to ensure increased data error reduction or corruption, recouping of mandatory fees and streamlining of the violator reporting process. Recommendation consistent from all agency participants is for adoption and immediate deployment of the E-Citation system at the earliest possible opportunity in support of the federal reporting guidelines for CDL holders and effective error prevention for uniform traffic ticket reporting.

Sample Tickets

Yellow Ticket Driver Record Copy

[illegible]

Blue Ticket Violators Copy

[illegible][illegible][illegible]

Electronic Ticket

UNIFORM TRAFFIC TICKET											
STATE OF SOUTH CAROLINA VERSUS											
FIRST NAME				MIDDLE NAME				LAST NAME			
ADDRESS											
CITY						STATE		ZIP CODE			
PL. STATE		DRIVER'S LICENSE NO.						CLASS		TYPE	
FACE		SEX		BIRTH DATE		SEX		DATE		EXPIRATION	
VEH. ID NO.		STATE MAKE OF VEH. YEAR				MAKE		MODEL		YEAR	
VEHICLE OWNER - FIRST NAME				MIDDLE NAME				LAST NAME			
OWNER STREET				CITY				STATE		ZIP CODE	
YOU ARE SUMMONED TO APPEAR BEFORE THE TRIAL COURT											
NAME OF TRIAL COURT				STREET							
DATE OF TRIAL		TIME OF TRIAL		CITY		STATE		ZIP CODE			
VIOLATION SECTION NO. 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719.											

1. How long have you been an employee in the ticket triage unit (ticket unit, suspension, imaging, CDL)?

- ☒ Less than six months
- ☐ 1 - 5 years
- ☐ 6 – 15 years
- ☐ 16 – 20 years
- ☐ More than 20 years

2. What is your first reaction to the new eCitation database system?

- ☐ Very positive
- ☐ Somewhat positive
- ☐ Neutral
- ☐ Somewhat negative
- ☐ Very negative

3. What is your reaction on the change with processing tickets; from manually to electronically?

- ☐ Very positive
- ☐ Somewhat positive
- ☐ Neutral
- ☐ Somewhat negative
- ☐ Very negative

4. How satisfied are you with the new eCitation database system's ease of use?

- ☐ Extremely satisfied
- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Not so satisfied
- ☐ Not at all satisfied

Citations

www.scdmvonline.com

www.trafficlawsc.com

SC - Citation - nhtsa.gov

www.scstatehouse.gov